



OFFICE OF UNIFIED COMMUNICATIONS

WASHINGTON, D.C.

911

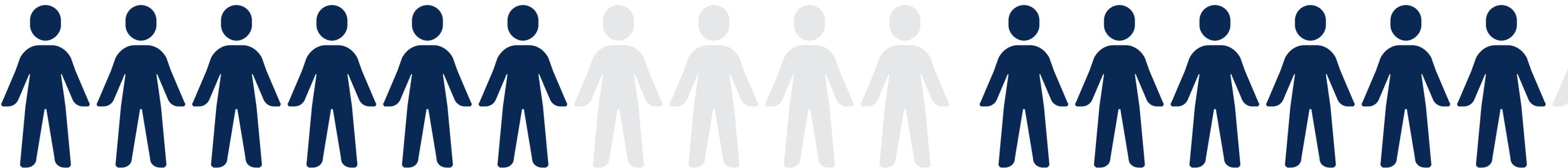
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A MORE STRATEGIC APPROACH TO RECRUITMENT AND RETENTION

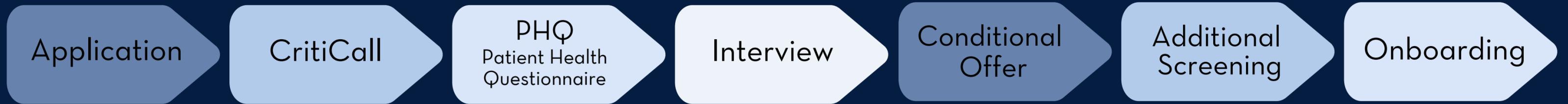
The Office of Unified Communications (OUC) is committed to hiring dedicated individuals who have a passion for public safety and emergency communications in order to continue to provide fast, professional, and effective response to emergency and non-emergency calls in the District.

In order to hire and retain committed and qualified members, the OUC has reinvented its recruitment process which includes implementing a Telecommunicator Prospect Day to make onboarding more efficient and incentivizing employment by introducing a \$2500 hiring bonus.



PREVIOUS HIRING PROCESS

approximately 6 months



CURRENT HIRING PROCESS

approximately 3 months





The agency's new recruitment strategy is designed to accelerate the hiring process by up to

50%

The Office of Unified Communications currently has thirty (30) vacancies for Telecommunications Equipment Operators.

This new hiring process will allow our team to quickly fill those positions with qualified and dedicated individuals.

RECRUITED AND RETAINED

Strategically addressing attrition of TEO applicants



**CONDITIONAL
OFFER**

Interoperability Training Courses

FEMA National Incident Management
Systems Training (NIMS)

Criminal Justice
Information Systems (CJIS)

Washington Area Law Enforcement
Systems (WALES) Training

NENA 911 Telecommunicator
Core Competencies Course

ONBOARDING

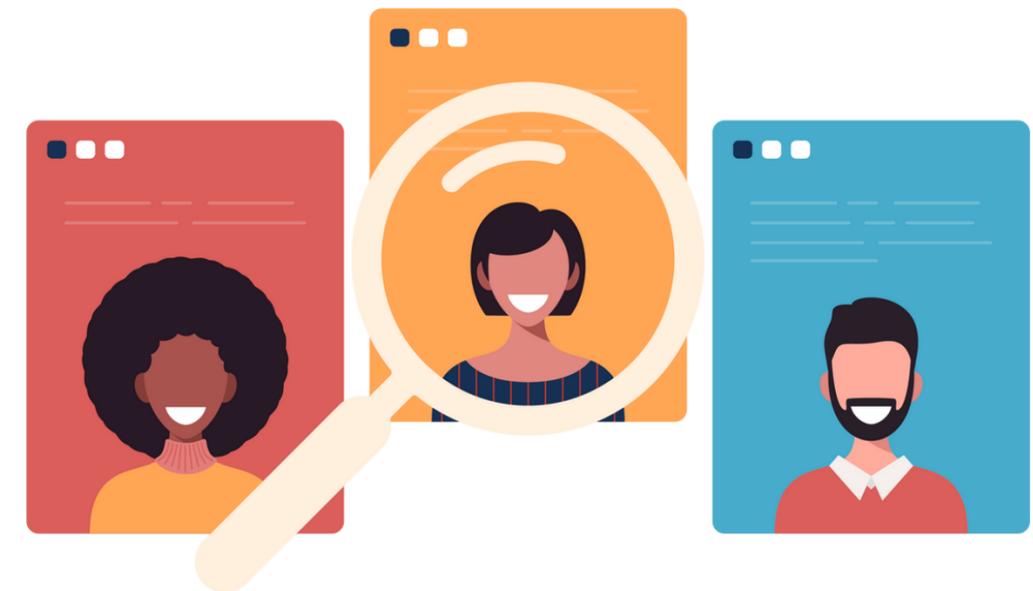
PROSPECT DAY

911 Telecommunicator Prospect Day helps the OUC streamline the hiring process by allowing applicants to complete multiple steps of the process in one day. Prospect Day will be held monthly, on site, at the Unified Communications Center.

The first Prospect Day was held on Thursday, May 11, and the OUC welcomed 190 applicants.

During their allotted time, applicants:

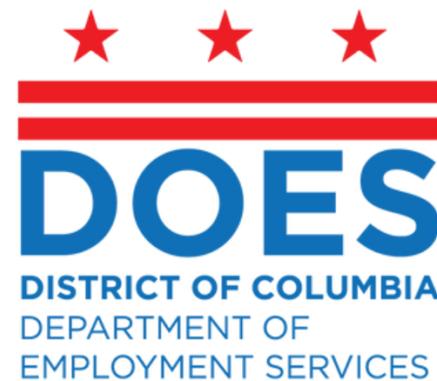
- Completed the CritiCall Pre-Employment Assessment
- Participated in on-the-spot interviews
- Toured the OUC's state-of-the-art facility



PATHWAYS TO EMPLOYMENT

The OUC continues to utilize traditional and innovative pathways to employment to recruit diverse and qualified members.

ACTIVE PROGRAMS AND PARTNERS



The Office of Unified Communications'

CITIZEN ENGAGEMENT ACADEMY

This three-week academy aims to familiarize stakeholders with the operations and functions of the Office of Unified Communications.

The first cohort will begin on Thursday, June 22, 2023.

Complete the interest form today!



#WEANSWERTHECALL

Now Hiring

TELECOMMUNICATIONS
EQUIPMENT OPERATORS



\$2500 Hiring Bonus!

Q&A

Welcome
Feel free to ask the host and panelists questions

Hello! I am a test question. How are you?

Send anonymously

Cancel Send

QUESTIONS?

Utilize the Question & Answer function to submit your questions.



FEEDBACK FORM

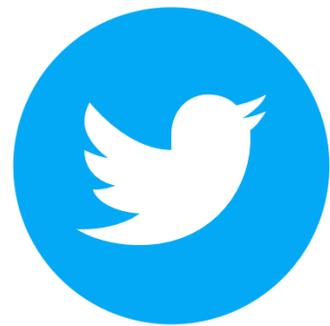
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Feedback

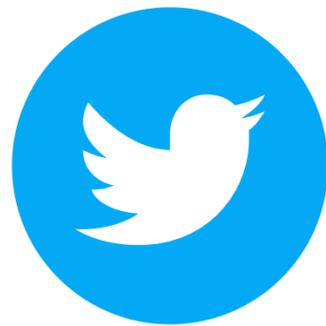
Send

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THANK YOU!



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The Office of Unified
Communications



LUNCHTIME CHAT

with Acting Director McGaffin

NEXT SESSION

Thursday, June 8

911 Calls in Queue

